



**WHISTLER COMMUNITY  
SERVICES SOCIETY**

*"A Helping Hand Toward A Healthy Community"*

**AGM June 25, 2014**

**A Year in Review**



**[www.mywcss.org](http://www.mywcss.org)**

## WCSS Chairman's Report

A year ago, Whistler Community Services Society (WCSS) was experiencing some challenges that come with growth. If you look back in our history, five, ten, fifteen and even twenty years ago, it's evident that overcoming challenge was not unusual. It comes along with the nature of the service and programs we deliver. What is assured is that WCSS will continue to be thrown into situations that test us and it is exactly this that makes me most proud of the entire agency.

These challenges excite me because it is the way that the compassion, skill and heart of our people are showcased. From the most veteran member of our team, program manager Claire Moses, to the newest addition, Alex Johnson of only a week, work ethic and passion are evident. Our staff deal with adversity every day and continue to shine through it. The program compliment at WCSS has always been full. Yet the flexibility and desire to continually strive to break down barriers and offer the people of Whistler social services with dignity and patience is of utmost importance. It's how our team will continually evolve and it is a task I know we are capable of meeting. Under the leadership of our new Executive Director, Cheryl Skribe, the staff is excited and focused on meeting the changing needs of Whistler into the future.

We continue to be humbled by the commitment, compassion and generosity of our Whistler community. Those like the Whistler Blackcomb Foundation, American Friends of Whistler, The Community Foundation of Whistler and others that always step up to support our programming with important funding. There is the Whistler Municipality and Council who continue to provide the infrastructure we need to remain strong and resilient no matter what we are presented with. And of course there is the unsung heroes and lifeblood of our organization - our dedicated front line volunteers. Without whose strength, skill and manpower, the delivery of all our programming would be next to impossible.

We, the board, sincerely thank you from the bottom of our hearts. Together we have all come to Whistler to enjoy this awesome geography, but we have found the Whistler Community to be equal.

Thank you for attending our 2013-14 AGM.

Doug Treleaven,  
Chairman of the Board

## WCSS Board Members

- ❖ Andrea Bischoff
- ❖ Anne Townley
- ❖ Britni Troy
- ❖ Christian Boone
- ❖ Claire Piech
- ❖ Doug Treleaven
- ❖ Grace Blok
- ❖ Heather Schroyen
- ❖ Jack Crompton
- ❖ Jessica Averiss
- ❖ Mavis Jenner
- ❖ Shankar Raina

## WCSS Executive Director Report

2013-14 proved to be a year of team-building and strength-building at WCSS. Probably the greatest of our success stories within the agency was the Re-Build-It Centre. Where the beginning of the fiscal year saw the prospects of us having to close it down, the end of the year brought a celebration of heart, hard-work, good decision making and a strong contribution to the bottom line.

The Re-Use-It Centre continued to build on its strength with many store improvements, staff stability and record revenues. The best advocates – our customers – are really enjoying the changes. Bottle & electronic recycling also saw growth last year. All in all, our three reuse/recycle streams kept a whopping 749,000+ kilograms of stuff out of the landfill and provided 85% of our funding needs for our programs and services.

The WCSS outreach team continue to deliver client support in a timely and efficient manner. The best feedback we get from clients is that WCSS lacks barriers to service. Clients enter our facility with a variety of needs and are quickly connected to a program or service under our umbrella or are referred to other local resources. We constantly strive to strengthen our own programming as well as our relationships with community partners to ensure the best possible outcome for our clients.

The Food Bank saw the total number of users decrease in the past year. These are the lowest numbers we have seen since pre-Olympics. This is a testament to a strengthening economy and more stable employment levels throughout the shoulder seasons. Community support by way of donation has been nothing short of incredible. 15,979 kg of food was donated in the past year. Add to this the generosity of 1293 volunteer hours and the Food Bank proves to be one of our strongest programs.

Volunteers continue to provide the foundational strength of our organization. Without this dedicated army of people behind us we would not be able accomplish even part of what we do. 4232 hours of volunteer time was given to our programs last year! What's most impressive about our volunteers is the diversity of skills and the kindness and enthusiasm they never fail to bring. Their gift is one of the most generous because it is a gift of themselves.

As we look toward the future, we will continue to consider ways to support our community and its changing social needs. We are employees of the people and as such feel very blessed to know our community continuously steps forward to donate, support and appreciate our work.

Cheryl Skribe, Executive Director